



Splashtop Remote Support

Fast, secure, and cost-effective remote support solution for computers and mobile devices.



Best-in-class remote support solution

Splashtop Remote Support is a comprehensive remote support solution that delivers multi-platform support and enables quick troubleshooting and resolution. Remote into any device from anywhere, at any time with fast, reliable connections.

Splashtop Remote Support also offers powerful endpoint management capabilities as an add-on, allowing you to streamline IT operations, automate routine tasks, and ensure your endpoints are secure, up-to-date, and compliant – all from within the Splashtop console.

Key features and benefits

- **Support Unlimited Devices On-demand** – Just pay for the number of concurrent technicians per year.
- **Unattended Access** – Access computers and servers even without an end-user present.
- **Simplified Workflows** – With attended support, your user runs the SOS app (can be custom branded) on their device and gives you a 9-digit session code which you use to remote in. With unattended support, you can remote in instantly.
- **High Performance** – Experience fast, high resolution streaming with low latency.
- **Robust Security** – Get secure infrastructure, intrusion protection, SSL/AES 256-bit encryption and other advanced security features. Compliant with ISO/IEC 27001, SOC 2, GDPR, and CCPA.
- **Top Features** – Multi-monitor support, cross-platform file transfer (drag-and-drop), session recording, chat (in and outside session), remote reboot, voice call and more.
- **Broad Device Support** – Remotely access end user devices from Windows, Mac, iOS and Android devices.
- **User Management** – Set user roles, and access permissions for users and groups.
- **Integrations with PSA Ticketing & ITSM systems** – Launch SOS sessions from within Autotask PSA, Freshdesk, Freshservice, Zendesk, Spiceworks Help Desk, Salesforce and others.
- **Endpoint Management (Add-on)** – Automate endpoint monitoring, management and security with dashboard insights, policies, remediation tools, and more.
- **Splashtop AV (Add-on)** – Protect your endpoints from viruses, malware, and ransomware with powerful antivirus protection powered by Bitdefender.

Who benefits?

Organizations looking to

- Improve customer and/or employee satisfaction while cutting IT support costs and delays.
- Provide on-demand attended remote support to computers and mobile devices not managed by them.
- Remotely manage computers and provide support even without an end-user present.
- Automate and streamline endpoint management and enhance security across their organization.

Supported environments



“Splashtop SOS provides everything we need in an on-demand support application. It’s easy to use for our customers and the price can’t be beat. Highly recommend!”

Colin Pearce
Founder, Inderyly

Pricing and Plans – Simple, cost-effective, and powerful remote support solutions.

Splashtop SOS

Comprehensive remote support solution

- Support unlimited devices on-demand.
- Access up to 10 or 300 unattended computers per license, based on your selected plan.
- Add remote access licenses to enable secure, productive work from anywhere, anytime.

Splashtop Enterprise

Advanced security, manageability and remote support

Get everything in SOS plus:

- Enhance security with SSO, granular access controls, IP whitelisting, cloud recording and more
- Level up IT support with service desk, unattended Android access, APIs, Splashtop Connector, Splashtop AR and more
- On-prem solution available as well

Autonomous Endpoint Management Add-on

To automate endpoint monitoring, management and security

- Automate patching and software updates for streamlined IT operations
- Monitor device health in real time for proactive issue resolution
- Available as an add-on with SOS and Enterprise Remote Support licenses

Autonomous Endpoint Management Add-On

Automate endpoint monitoring, management and security with dashboard insights, policies, remediation tools, and more. *This add-on is available with Remote Support licenses.*

- **Endpoint Policies:** Customize and enforce security & configuration policies to maintain compliance and safeguard endpoints.
- **Patch Management:** Protect against vulnerabilities by automating updates for operating systems and third-party software and having greater control over deployed versions.
- **Proactive Alerts and Remediation:** Identify and resolve issues quickly with configurable alerts and automations via smart actions.
- **1-to-Many Actions:** Streamline operations and remediate issues by scheduling or instantly executing tasks simultaneously across multiple endpoints.
- **Background Tools:** Access diagnostic tools such as task manager, registry editor, device manager, service manager and remote command without interrupting the end-user or starting a remote session.
- **Inventory Reporting:** Access detailed reports on system, hardware and software inventory for improved visibility, auditing and compliance.
- **Dashboard Insights:** Monitor endpoint health, patch statuses, and compliance through a centralized dashboard with actionable insights and detailed logs.
- **Endpoint Security Dashboard:** Centralize endpoint protection with real-time threat detection, automated response, antivirus management for Splashtop AV and others.

Priced per concurrent user. Visit splashtop.com/products/remote-support to learn more, try for free, and purchase.

